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APPLICANTS Robert T. Eitel, Bartlett, IL; Anthony Dezonno, Bloomingdale, IL; Michael C. Hollatz, Huntley, IL;					
** CONTINUING DATA ***** <i>none SMJ</i>					
** FOREIGN APPLICATIONS ***** <i>none SMJ</i>					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 10/02/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Allowance</i> Examiner's Signature <i>[Signature]</i> Initials		STATE OR COUNTRY IL	SHEETS DRAWING 2	TOTAL CLAIMS 42 <i>MF</i>	INDEPENDENT CLAIMS 6
ADDRESS 24628					
TITLE Agent desktop management system with agent training					
FILING FEE RECEIVED 1346	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		